

The purpose of this Telehealth Contingency Plan is to outline actions necessary in the event that during telehealth services that the identified student's needs are not being met, and/or the student is experiencing safety concerns during telehealth services. This is based on the [MSA 20-15 Bulletin](#). The following areas are to be monitored & addressed:

AREA	ACTION	CONSIDERATIONS
Lack of Progress on Goals	The provider will continue to monitor the student's progress towards goals via routinely established monitoring. If the student is not making progress towards goals, the provider will attempt to work with the student and their team to identify and decrease barriers towards progress.	<p>Consider the following barriers:</p> <ul style="list-style-type: none"> ● Access to technology ● Confidentiality of the student's environment ● Student's ability to attend sessions independently or with support ● Flexibility of scheduling ● Engagement & treatment strategies being used <p>If in-person services are necessary, and there is a feasible and safe manner to conduct those services, the provider will work with the student's team to identify the most feasible route to provide those services.</p>
Safety Concerns	<p>Safety concerns may arise for students participating in telehealth services. It is important to attempt to proactively identify and discuss any safety concerns when working with students.</p> <p>When beginning each session, the provider will confirm where the student is located and who is with them at that time. This is crucial to ensure that if an unsafe event arises, the provider knows exactly where the student is at and where to send emergency contacts or services, if needed.</p>	<p>When able to, providers should discuss the following with their students during each telehealth session:</p> <ul style="list-style-type: none"> ● Confidentiality of their setting (many students are attending sessions at home, and may have others around them during sessions). ● Need for a code between student and provider to indicate a safety concern, or a need to disengage in regards to someone's presence. (For example, if a student and provider are engaging in discussion regarding home dynamics, and the student notices someone listening outside their door, or doesn't look comfortable continuing that conversation, the student could hold 2 fingers up to indicate to the

		<p>provider that the conversation has now become unsafe).</p> <ul style="list-style-type: none"> • Create a safety plan with students that are receiving services in the event that they have dealt with or express any suicidal or homicidal ideation, or have expressed feeling unsafe at home. • Identify emergency contact information for the student.
Suicidal Ideation: Expressed by student	<p>Assess the student's risk and access to means using clinical judgment and Columbia Student Risk Rating Scales, if this falls within your scope of practice. If this does not fall within the provider's scope of practice or if the provider feels an immediate and imminent risk, the provider will attempt to stay online and connected with the student, while notifying emergency contacts and/or services.</p> <ul style="list-style-type: none"> • Imminent Risk: If the student appears to be in imminent danger and at high risk of dying by suicide, (has many risk factors, a plan, and access to means), the provider will attempt to stay connected with the student on one device, while using another device to contact family members and emergency services. If connection with the student is lost during this time, the provider will attempt to reconnect with the student while contacting local emergency services. • Non-Imminent Risk: Provider will work with the student to update their Safety Plan and ensure they are communicating with parents or school staff needed to help keep the student safe as part of their plan. Involve the student in these conversations if possible and increase frequency of services as appropriate. 	<p>Resources/Materials:</p> <ul style="list-style-type: none"> • The Columbia Lighthouse Project - Schools • Education Brochure • C-SSRS Screener • Teachers Community Card • C-SSRS Risk Assessment <p>Free Training:</p> <ul style="list-style-type: none"> • Online Access
Suicidal Ideation: Risk of harm to or by others	<p>If a student becomes unsafe due to risk of harming others or having others harm them during sessions, providers will:</p> <ul style="list-style-type: none"> • Contact emergency services immediately if the student is in imminent danger. • Contact the local police department to request a wellness check for the child if imminent danger is not present but cause for concern is. • Communicate and debrief the incident with the supervisor. 	<p>Contact Information:</p> <ul style="list-style-type: none"> • Emergency Response System / 911 • Wellness Check - 269.983.3060

***In addition, all school staff and providers will follow MDHHS [Mandated Reporting Guidelines](#) and report accordingly.**